MASSAGENERD.COM

Presents - *Part 1 of 3*

350+ Swedish Massage Techniques

& Others



By

Ryan Hoyme

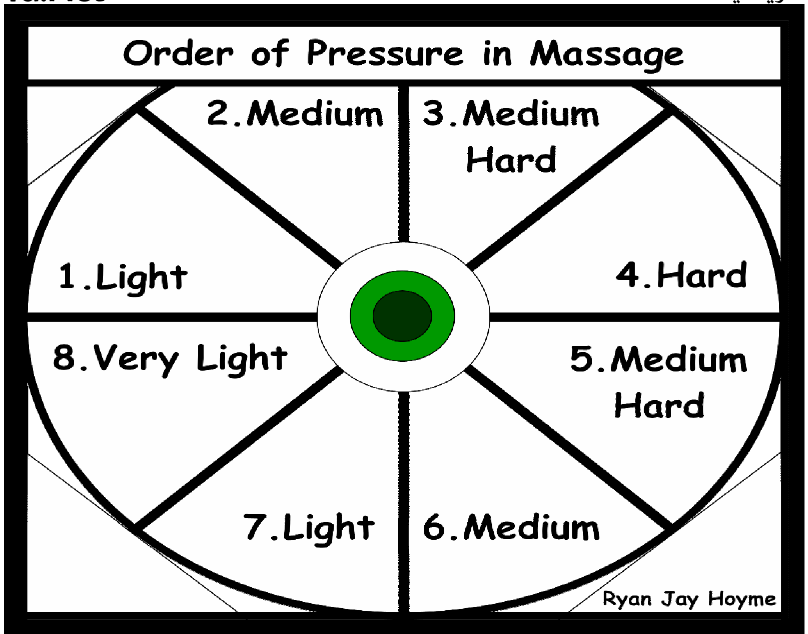
CMT, NCTMB, HST

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Legal Disclaimer

All models are at least 18 years of age. The techniques, ideas, and suggestions in this document are not intended as a substitute for proper medical advice! Consult your physician or health care professional before performing or receiving a massage, particularly if you are pregnant or nursing, or if you are elderly, or if you have any chronic or recurring conditions. Any application of the techniques, ideas, and suggestions in this document is at the reader's sole discretion and risk.

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FULL-HOUR MASSAGE ROUTINE

- Face, scalp, neck, shoulders and upper chest (supine) =**5 minutes**
- Right arm and left hand (supine) =**5 minutes**
- Left arm and left hand (supine) =**5 minutes**
- Chest and stomach (supine) =**5 minutes**
- Right leg and right foot (supine) =**5 minutes**
- Left leg and left foot (supine) =**5 minutes**
- Back, posterior neck, shoulders, posterior arms and scalp (prone) =**20 minutes**
- Right leg, right glute and right foot (prone) =**5 minutes**
- Left leg, left glute and left foot (prone) =**5 minutes**

= 60 Minutes

*The options are endless, so try different amounts of times for each body part, or make your own sequence.

½ HOUR MASSAGE ROUTINE

- Back, posterior neck, shoulders, posterior arms and scalp =**30 minutes**

or

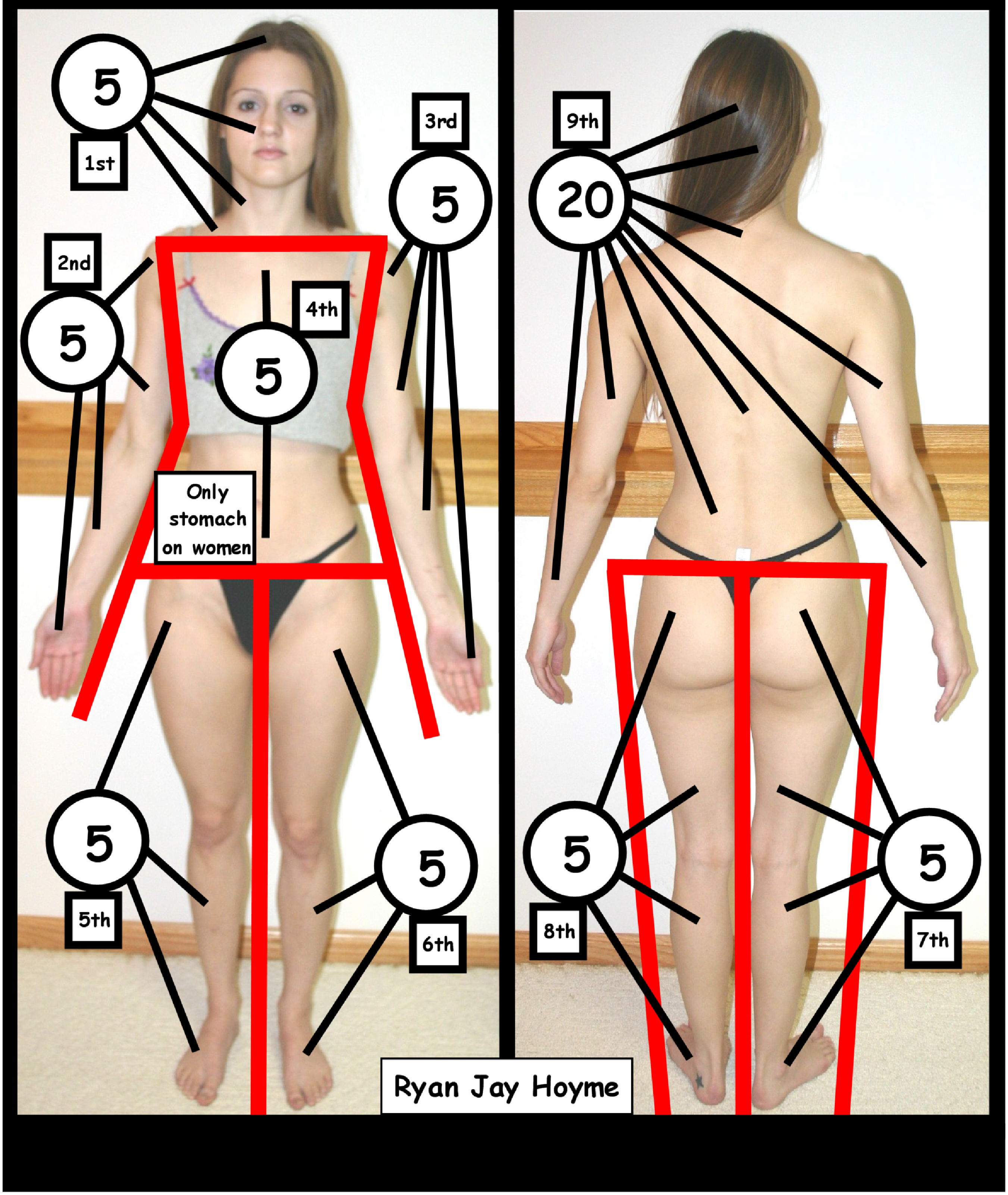
- Back, posterior neck, shoulders, posterior arms and scalp =**20 minutes**
- Plus any treatment area =**10 minutes**

or

- Any treatment area =**30 minutes**

Ryan Jay Hoyme

General Time Line & Order for a 1-Hour Massage



Direction of Techniques

*BLUE

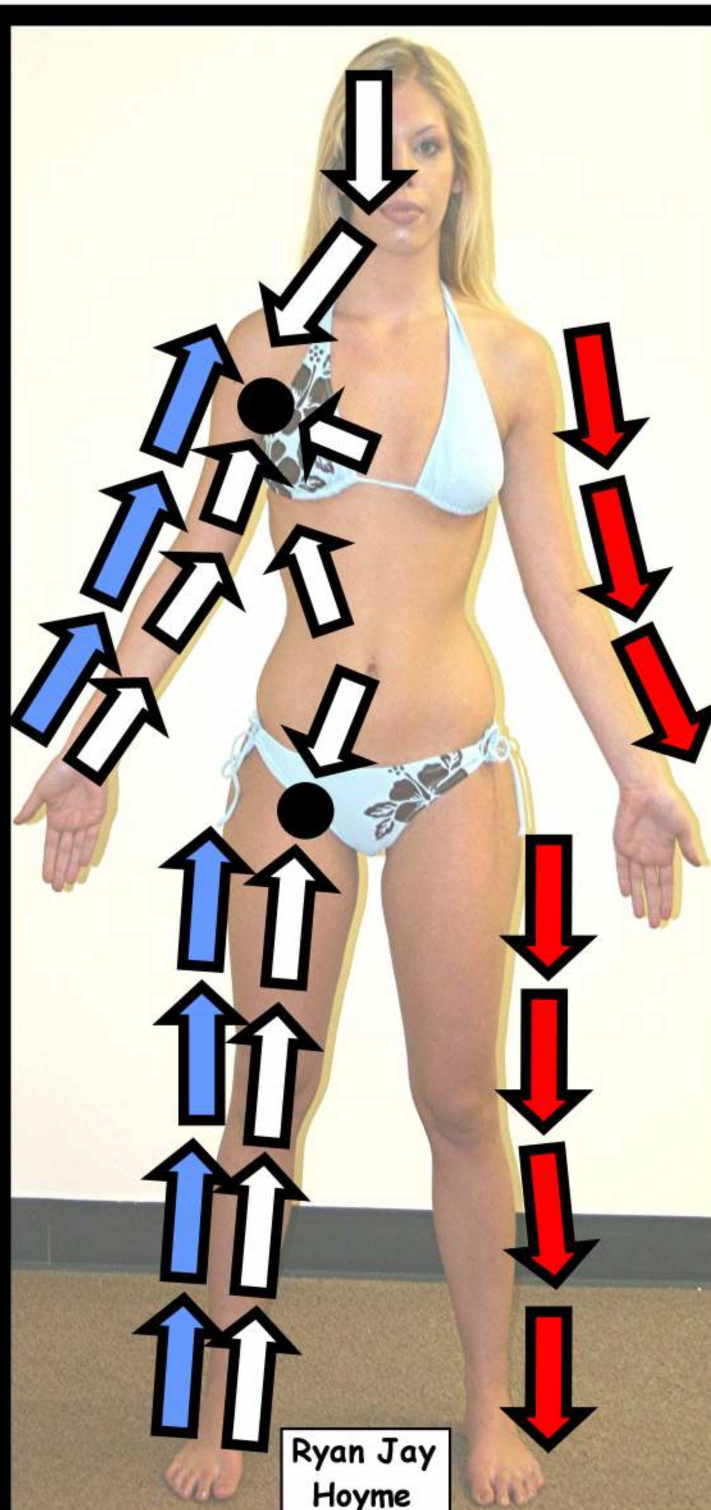
Towards the heart (Centripetal).
You can us effleurage techniques to increase venous blood flow.

*RED

Away from the heart (Centrifugal).
You can use compression techniques to increase arterial blood flow.

*WHITE

Towards the lymph nodes with 1-5 ounces of pressure to increase the lymph flow & immune system.



FIVE TECHNIQUES + MORE

"Effleurage, Petrissage, Friction, Tapotement & Vibration"

Traditional Swedish massage uses five main techniques, and many variations, to achieve its relaxing and healing effects. Many therapists use a variety of techniques.

*Effleurage or Gliding or Stroking

(Pronounced ef-flur-ahzh)
It means light friction.
Main technique for spreading oil.
When done on the limbs, all strokes are toward the heart to aid blood and lymphatic flow.
Gliding movement in which the hands glide with long even strokes over the body surfaces. Glides are in the direction of the heart which helps push along the flow of blood and lymph.
It affects the skin and superficial muscles.

*Petrissage or Kneading or Milking

(Pronounced pa-tris-sahzh)
Just think of the motions used to knead bread dough.
It generally involves kneading and compression motions - rolling, squeezing, or pressing the muscles to enhance deeper circulation.
Petrissage attempts to increase circulation with clearing out toxins from muscle and nerve tissue.
A compression movement using kneading, pressing, twisting, and squeezing muscle tissue creating a pumping action that forces the venous blood and lymph onward and brings a fresh supply of blood to the muscle.

*Friction or Rubbing

(Try not to use the term rubbing)
Deep form of effleurage.
Assists in realigning scar tissue, Relaxes muscles by stimulating Golgi tendon reflex. The motion is circular, applying direct pressure, a fast back and forth movement or slow or deep gliding over muscles.
Compression movement performed with the thumb, fingertips, or the palm of the hand and in circular motion. Helpful in limbering joints, tendons, and muscles.

*Tapotement or Percussion

(Pronounced tah-pote-mont)
A skilled therapist can tap from thirteen to fourteen times a second.
Stimulation of tired muscles, Relaxation of hypertonic muscles and Loosens mucus in thoracic cavity.
Make a loose fist, keep your wrists relaxed, and use quick movements, alternating hands. Only use with a relaxed wrist.

*Vibration or Shaking or Jostling

(Also put in the friction category)
Helps find holding patterns.
It boosts circulation and increases the power of the muscles to contact.
Moving your hand back and forth on the client's body without leaving contact.
A continuous trembling, pressing movement made with the hands or fingers.

MORE TECHNIQUES

***Nerve** or **Feathering**

(Also put in the Effleurage category)
Light form of effleurage.
Stimulates the nerves and increases the lymph system.
It usually entails the weight of a nickel on your thumb.

***Energy work** or **Superficial Touch**

Works with the chakras and your energy fields.
It promotes relaxation and relaxes nervous system.
You are lightly touching the body, placing your hands on the body or not touching the body.

***Range of Motion** or **Stretching** or **Swedish Gymnastics** or **Joint Movements**

Elongates the muscles, tendons, and ligaments.
Gently moving a joint into a stretch.

***Traction**

(Also put in the R.O.M. category)
Helps lengthen limbs and reduces contracted muscles.
Gently pulling or twisting a limb or joint.

***Cross Fiber Friction** or **Deep Transverse Friction** or **Cross Grain Friction**

(Also put in the friction category)
Works great for adhesions.
Back and forth movement over the muscle grain.

***Active Palpating Stretch**

(Also put in the friction & R.O.M. category)
Helps lengthen the muscle.
Finding a tender point, holding it, and performing a stretch in that vicinity, while still holding the tender point.

***Compression** or **Deep Touch** or **Pinpoint Pressure** or **Ischemic Compression** or **Trigger Point Therapy** or **Direct Pressure Friction**

(Also put in the friction category)
Increase the blockage of blood to an area so that, upon release, there will be a flow of blood.
Involves staying at a place of discomfort and maintaining pressure until pain is diminished.

***Connecting Technique**

(Also put in the Effleurage category)
Long flowing techniques.
Example is starting at the client's feet and gliding to their hands without breaking contact.
It is harder to perform deeper pressure for this technique.

***Shock Technique**

(Also put in the friction category)
Coming off the body with a quick motion. Either grabbing the muscle and coming off the body fast or coming off the body at an angle.
Very stimulating.

***Broadening Techniques**

Works with the fascia when done slow and with little force.
Stretching the skin, muscles, and fascia in opposite directions.

***Longitude Friction** or **Stripping Techniques**

(Also put in the friction category)
Release and elongate tightened muscle and fascia, flush the muscles with fresh blood, and erase trigger points.
Involve the application of slow, deep, gliding pressure along the length of the muscle fibers.

SUPPLIES

1. Your hands and body.
2. Massage table; Table height-22 to 34 inches high. Table width-28 to 32 inches wide, there are arm bolsters to make it wider they say if you are less than 5'4" tall the width should be less than 30", 5'4" to 5'10" 28-31" and over 5'10" at least 30" to 33". Table length-72 to 73 inches long, there are foot extensions to make it longer. Table weight-21 pounds and up. Frames-wood or aluminum. Thickness-1 to 3 inches thick, thin for deep tissue and thick for a relaxing massage.
3. Bolsters are tubular, square, rectangular & wave shape…also with tubular bolsters there is full round, ¾ round and half round…can help support the neck… use a Pillow case for bolsters under the head…flat bottom bolsters stay in place better…usually 6 or 8 inches by 27 inches. Here is a summary from the experts on how to use bolsters: Look at each body, determine its natural alignment, determine what type of session you will be doing and then bolster accordingly to get at the body part.
4. Clock (one that does not make sounds)
5. Mirror (make sure it is positioned that you cannot see the client in the mirror when you are massaging)
6. Water dispenser
7. Cups
8. Decorations
9. Wastebasket
10. Supply cabinet
11. Chair
12. Massage chair
13. Place to hang the clients clothes
14. Phone
15. Pens
16. Calculator
17. Appointment book
18. Business cards
19. Wall hangings
20. Neutral colors in your office
21. Personal items
22. Have room at least 9x9 for your massage room
23. Pillows
24. Candles
25. Lamp (dimming)
26. Cleaning supplies
27. A door for privacy
28. Music (Without words)
29. CD player (With a repeat button)
30. Small fan (But not directed at the client)
31. Blankets
32. Temperature-between 68-75 degrees
33. Linen (Twin set sheets)
34. Massage oils
35. Massage lotions
36. Baby powder
37. And anything else you could think of…

HOW OFTEN FOR A MASSAGE

Everyone's needs are different, but here are a few guidelines that might help you decide.

- No one ever has more massages than they can use.
- You do not have to worry about what size or if they already have one
- Holidays
- Before and after stresses of the Holidays.
- Weddings
- Divorces
- Job Hunting
- Retirement
- Bar Exams
- College Exams
- Mitzvahs
- Pregnancies
- After the Death of a Loved One
- New Mothers and New Fathers
- Birthdays
- Anniversaries
- All Occasions

Daily- When pain is acute and constant, gentle massage provides immediate relief. For Stress Relief-For Extreme stress and/or high performance demands. For Sports & Exercise-When training for competitions.
Weekly- Light to moderate muscular pain. For Stress Relief-For people in high stress occupations or stressful living conditions. For Sports & Exercise-For committed exercisers to soothe and restore muscles. Helps when on a weight loss program.
Bi-Monthly or Monthly- Healthy relaxed bodies are less injury prone. For Stress Relief. Increases body awareness and body -mind linkage. Helps prevent anxiety and tension. For Sports and Exercise For low impact exercisers, people in active but less stressful work.

POSSIBLE SIDE-EFFECTS

1. Bruising
2. Sore muscles
3. Muscles tender to the touch
4. Flu-like symptoms
5. Nausea
6. Dizzy
7. Increased swelling in affected area
8. Dehydration
9. Diarrhea
10. Headache
11. Bring up old repressed pain
12. And many others...

MASSAGE ROUTINE

Before the Session

Fill out any necessary forms and questionnaires. Inform the therapist of any medical or health conditions that he/she should know about. Explain all the areas you will massage and make sure they are o.k. with those areas. After gathering the information the Certified Massage Therapist (CMT) and you decide what type of massage this session will cover and he/she will ask you undress to a comfortable level (women typically bra-less and in shorts or under shorts or nothing and men typically in under shorts or nothing) while the CMT leaves room.

During the Session

When the client is ready, CMT enters room to begin massage. Depending on the type of massage, various draping methods will be employed. For example, Swedish massage will require areas of the body to be exposed, whereas, Shiatsu can generally be done while the client is fully dressed in sweatpants or shorts. Remember that Communication is important. If the CMT is working on areas that you find uncomfortable, it is your right to inform the CMT to stop working on that area or to stop the session all together if you wish. Similarly, if you find that the CMT is doing something right or is working on an area that you find pleasurable let him/her know and ask to continue working that area if you wish. Trust your instincts and you will get the most out of the massage session.

After the Session

The CMT will complete the session by grounding him/herself. Ending the session abruptly can sometimes take away from the massage; so grounding is a great way to slowly bring yourself back from the relaxed state you are in. He/She will explain that the session is over and that you can take a couple of minutes to get oriented and then dressed. It is important to assess the session, either with or without the CMT, so that you know how to make your next session more pleasurable. This can also be a great way to give your massage therapist important feedback. Have the client drink a lot of water after the massage.

DRAPING

- Draping is one of the most overlooked necessities.
- If you are not comfortable draping, you will not get that client back in for another massage.
- The trick to draping is not to expose any private areas and for them not to feel air.
- If you tuck when you drape, be careful where you tuck.
- A roman drape (or sports drape) is when you tuck the sheet under the leg or arm.
- You can have a blanket on top of the sheet for extra warmth.
- Some salons or spas use towels to drape the client.
- Some people use a flat sheet instead of a fitted sheet on the table.

CLIENT MIGHT ASK

1. What kind of training have you had and what certifications do you hold?
2. How long have you been practicing massage?
3. What school did you go to?
4. What types of massage do you give?
5. How long will the treatment last?
6. Do you have ½ hour, 45 minute, 1 hour, or longer treatments?
7. What are your prices?
8. How hard is it to get an appointment? (Same day, days, weeks)
9. Do you have any specials, packages, or discounts?
10. Do you give discounts for referring people?
11. How can I make an appointment?
12. Do you make house calls?
13. Do your hands ever get tired?
14. Can I bring my own oil?
15. Is it o.k. if my kid comes along?
16. It hurts when I do this, what can I do?
17. Do you ever get massages and how often?
18. Do you use a drape while massaging?
19. What kind of oils, creams, products, etc. Do you use?
20. Do you offer the products for sale?
21. What kind of payment do you accept? Cash, check, credit card?
22. Do you accept tips?

EDUCATE THE CLIENT

1. Be as receptive and open to the process as possible.
2. Do not eat just before a massage session.
3. Be on time. Please let your massage therapist know in advance if you need to cancel.
4. Many massage therapists require a 24-hour notice.
5. If you do not want to remove all your clothing, wear clothing that you will be comfortable wearing during the massage and will allow the massage therapist to touch and move the areas of your body you expect will need to be worked on.
6. Give the massage therapist accurate health information.
7. Good communication is very important.
8. Before the session, let your massage therapist know what your needs are.
9. During the massage session, report any discomfort, whether it is from the massage or due to any problems or distractions related to the environment, e.g., room temperature, music volume, lighting, etc.
10. Feel free to give feedback to the massage therapist regarding the massage, e.g., amount of pressure, speed of movement, etc.
11. Do not be afraid to discuss any apprehensions or concerns.
12. Let you massage therapist know if you have any preferences regarding music if it is available.
13. Some people like to talk during a massage session, while others remain silent.
14. If your massage therapist encourages you to talk or not talk, it is usually based on whether or not it seems to help let go of tension and getting in touch with oneself.
15. Sometimes talking can be a way of unburdening oneself or opening up.
16. Sometimes being silent can be a way of letting go of thoughts or concentrating.
17. On the other hand, talking can be a way of "being in the head" and out of touch with one's body or feelings; and being silent can be a way of holding back or not opening up.
18. Breathing helps to facilitate relaxation.
19. People often stop or limit their breath when they feel anxious or a sensitive area is massaged.
20. Tightening up, i.e., contracting or hardening your muscles during the massage is counterproductive.
21. They may need to adjust the massage technique being used. They may also be able to help you relax the affected area.
22. If you find your thoughts are racing during the massage, one way to be more body-centered and to quiet the mind is to follow the hands of the massage therapist and focus on how the touch feels.
23. If anything is happening during the massage that you dislike or seems improper, you have the right to ask the massage therapist to stop. If necessary, you also have the right to end the session.
24. If you are dizzy or light headed after the massage, do not get off the table too fast.
25. Drink extra water after a massage.
26. Allow for some open, quiet time after your massage session if possible. Sometimes one needs a little time to integrate or absorb the results of the massage session or needs some "re-entry" time.
27. The therapeutic effects of massage are cumulative, so the more often a person gets a massage, the better he or she will feel, and the more quickly one's body will respond.
28. If you are getting massage to address chronic muscular tension or recovery from a soft tissue injury, more than one session is usually needed, so be prepared to schedule several sessions.

QUESTIONS TO ASK

1. Introduce yourself and call the client by his or her last name unless specified.
2. What the client wants out of the massage (relaxation, pain reduction)?
3. What type of massage do you want (explain each style)?
4. What are the reasons you are getting a massage?
5. How long of a massage do you want?
6. What areas do you want worked (explain if they want a full-body massage)?
7. What areas would you prefer not to be massaged?
8. About how long of time do you want me to spend for each area you want massaged?
9. What happened since your last massage (If they ever had one)?
10. Ask the client if they bruise easy?
11. What did you like and dislike with your last massage therapist?
12. Current physical conditions?
13. Current Stress level?
14. Their life style.
15. Show them how you drape.
16. Did you eat just before a massage session?
17. Ask the client to undress what ever they feel comfortable with.
18. Please let me know if the pressure is ever too light or too deep.
19. Do you want to relax for a few minutes after the massage?

CHECK LIST

CHECK LIST BEFORE YOU SEE THE CLIENT

- ✓ Make sure your hands and muscles are warmed-up.
- ✓ Make sure you have all the supplies you need in the massage room.
- ✓ Make sure you don't have bad breath and body odor.
- ✓ Make sure your table is made.
- ✓ Check the answering machine for any cancellations.
- ✓ Empty all the garbage.

CHECK LIST WHEN YOU SEE THE CLIENT

- ✓ Introduce yourself and call the client by their full name
- ✓ Read the health form before you start the treatment
- ✓ Ask the client questions if they marked anything on the health form
- ✓ Ask them what they liked about their last massage
- ✓ Explain all the areas that you will be massaging
- ✓ Ask every client if they want their glutes and stomach massaged
- ✓ Explain to the client how far to undress to
- ✓ Make sure you tell the client to remove his/her jewelry
- ✓ Ask the client if he/she needs to use the restroom before the massage
- ✓ Tell the client were to place his/her clothing
- ✓ Before you start the massage, tell them to get under the sheets
- ✓ Be on time and wait in the reception area at least 5 minutes before the start of their massage
- ✓ Ask the client if they want a bolster (if they have low back pain, explain the benefits)
- ✓ Cut your nails and remove your rings and watch before you start the massage
- ✓ Be aware of how you smell
- ✓ Ask them if there are any areas to concentrate on more.
- ✓ Ask them what type of massage they would like.
- ✓ Ask them if there is any place that they would not liked massaged (Explain all the areas you will be massaging).
- ✓ Ask them to remove any jewelry.
- ✓ Ask questions, ask questions, and ask more questions.
- ✓ Ask them if they have ever received a professional massage before and what they liked and disliked during that experience.
- ✓ Introduce yourself and address them by their full name.
- ✓ Have them fill out a health form.
- ✓ Go over the health form with them and ask questions.
- ✓ If they have had a massage from you before; ask them if there are any changes since their last treatment.
- ✓ Tell the client to get under the sheets on the massage table.

CHECK LIST WHEN YOU ARE GIVING THE MASSAGE

- ✓ Ask them how the pressure is.
- ✓ Ask them if they are warm enough.
- ✓ Be aware of their breathing patterns and pain signs they give off.
- ✓ Keep contact while giving the massage
- ✓ Start and end the massage session gracefully
- ✓ Give them a full hour if they are on time
- ✓ Communicate with your client (ask them how's the pressure…)
- ✓ Be aware of their breathing patterns and flinching responses
- ✓ Massaging half the leg is not a massage
- ✓ When they are supine, don't have them lay their head on the headrest

CHECK LIST WHEN YOU ARE DONE GIVING THE MASSAGE

- ✓ Tell the client to get up slowly.
- ✓ Explain to the client about possible side effects.
- ✓ Ask them if they would like to reschedule another appointment.
- ✓ Give the client some water (Massage dehydrates the muscles).
- ✓ If you have business cards, give them one
- ✓ Explain the side effects of massage
- ✓ Tell the client to get up slow after the massage
- ✓ Tell the client to fill out an evaluation form after the massage
- ✓ Recommend the client to do things after the session (Homework)
- ✓ Perform S.O.A.P. charting on each client

CHECK LIST WHEN THE CLIENT HAS LEFT

- ✓ Clean your table and make sure you place clean sheets on the table.
- ✓ Check the answering machine.
- ✓ Finish charting on the client.
- ✓ Place their file back in the file cabinet.

OTHER INFORMATION

- ✓ Everything to be clean before you leave (even if you didn't do it)
- ✓ No talking about Religion, Sex, Politics and anything that I would consider inappropriate
- ✓ Do not start a conversation, unless they start one first
- ✓ Use your inside voice while giving a massage
- ✓ Confidentiality, Confidentiality & Confidentiality

EXPLANATIONS OF MASSAGING BODY PARTS

Face & Scalp & Neck

- Use no oil (Except the neck and shoulder region, but be careful to not get it in their hair)!
- Jojoba is a saver oil that can be used on the face (For most people and with permission)
- One on the best places to start the massage.
- Have you ever heard the term: "Pain in the Neck"?
- No deep pressure on the anterior neck region (The SCM is to be pinched).
- Look at the scalp and hair as an extension of the body (They need massage as much as everything else).
- Always ask permission before you massage someone's face or scalp.
- Most of the nervous system runs through the scalp region.

Legs & Feet

- If the client's feet stink, use aromatherapy.
- Watch out for athlete's feet.
- Make sure you wipe the oil off the feet, when you are done.
- More pressure towards the heart (Centripetal) and less pressure away from the heart (Centrifugal).
- If there is coarse hair on women's legs, you might have to go with the grain.
- Make sure you use extra oil on guy's hair legs.
- You can use compression techniques away from the heart (It doesn't help circulate blood as good as effleurage.
- There are over 7,000 nerve endings in each foot.
- If you ever feel a pulse or lumps, don't massage those areas.
- Most women are stronger from the waist down (Compared to males).
- If they are ticklish on their feet, try deeper pressure and more palm techniques.

Arms & Hands

- Make sure you wipe the oil off the hands, when you are done.
- More pressure towards the heart (Centripetal) and less pressure away from the heart (Centrifugal).
- Make sure you use extra oil on guy's hair arms.
- Be cautious of the median nerve.
- You can use compression techniques away from the heart (It doesn't help circulate blood as good as effleurage.
- If you ever feel a pulse or lumps, don't massage those areas.
- Deeper pressure on the upper chest and arms are more then likely to produce tingling down the arm.

Stomach & Chest

- Be aware of the contraindications on the stomach.
- Perform mostly clockwise techniques on the stomach.
- Most of the back techniques can be used on the male's chest.
- If a male has chest hair, use more oil and perform most of the techniques with the grain of the hair.
- The "No Nipple Rule" applies to males (Can be sensitive).
- If you ever feel a pulse or lumps, don't massage those areas.
- Most men are stronger from the waist up (Compared to females).

Back

- Sometimes you could spend the whole hour on their back.
- Kidneys and spine are contraindications; also no deep pressure on boney areas.
- The back is centrally located, so you don't have to follow the rules of: Going from Centripetal (Towards the heart).

Glutes

- Don't aggravate the sciatic nerve.
- The gluteus maximus is at least 1 inch thick on most people.
- Don't expose the gluteal cleft.
- Have you ever heard the term "Pain in the Butt"?
- The gluteus minimus can mimic sciatic problems.

Connecting Techniques

- Long, slow, gliding techniques are mostly used.
- Esalen/Lomi Lomi styles incorporate these techniques.
- More oil is used for smoother gliding.
- The typical Swedish massage only works on one area at a time.

TREATMENT FACTS

BEFORE THE CLIENT ARRIVES

Before

Before the arrival of the client is one of the most underrated parts of being a Massage Therapist. There are many things you need to prepare before the client steps into your place of business. Just think of the worst case scenario and multiply it by two and that makes you be more aware of not becoming a procrastinator.

Cancellations

Use a pencil when taking appointments, because some will cancel and then you can erase and have the spot open for another client. First thing you need to do is arrive at least 30-60 minutes before your time that your business is open or your first scheduled appointment. The reason for arriving early is so you can check for any cancellations; if there are any cancellations, you can free up your schedule and return phone calls of clients that might want to receive a massage today. Clients will leave a cancellation on the answering machine usually if they know they are canceling within a 24-hour period so they do not have to talk to you. Just make sure you leave them a message if they would like to make another appointment, because they might feel guilty that they canceled and never return to receive a massage from you again. Most places of business require at least a 24-hour notice, but some clients seem to forget that statement, emergencies, and problems do come up. It is up to you how to handle cancellations within a 24-hour period; some therapists only hold appointments with a credit card. Other therapists just let it slide, but the problem with that is some clients can take advantage of you leniency; the other thing you need to consider is that you are loosing money with them canceling. Some therapists give a warning and explain the consequences if they cancel again. If you have to cancel an appointment after 24-hour notice, give them a discount the next time they come in or give it to them free (If you do not follow the 24-hour cancellation policy, why should they). Give the client a call at home if he or she is 15 minutes late or more.

Open hours

Answering the phone in a professional manner is the first impression over the phone. Make sure do not tell the client over the phone all the hours you have available, the reason is that if you have a lot of openings it may seem to them that you are not that good if you cannot be booked most of the time.

There are three different ways to explain your availability to the client:

*First is to ask them when they want to come in for a visit.

*Second is to only tell them a few openings.

*Third is to have them leave their name and number and I will get back to you (the client) as soon as an appointment opens up.

If you have a receptionist, they have to be kept up to date as to your schedule and educate them on the following; schedule back to back massages, do not give you a break during the time you are there and not asking the client to arrive 10-15 minutes early to fill out a health form. Blocking out time in your appointment book is a very good idea and it forces you to take a break.

Returning phone calls

Make sure you have a caller I.D. and an answering machine at your place of business; sometimes it is hard to understand the phone number, they give you. When returning phone calls make sure you get their full name and a number, they will be available (In case you need to use one of the three C's: Change/Cancel or Confirm their appointment). It is always a good idea to give a reminder call for a first time caller, but make sure you tell them that you will be calling to confirm their appointment. For the first time caller it will cut down on No-Shows and it will help weed out the problem clients. Always repeat the time at least twice to the first time client and ask them if they know how to get to your place of business. Also, explain the new client to arrive at least 15 minutes early to fill out a health form. One very important question to ask is what the reason for getting a massage is; many questions can come from this (Ex. I was in a car accident a today, I need to relax, or I have a gift certificate). It will help you better prepare for the client and help you think of more questions to ask, it will also help you determine if the client should receive a massage or not. Start an information card on the client so you can have some information on them when they come in for their appointment, what are they contacting you about, what is their physical complaint, who referred them? Always make sure you schedule 15-30 minutes in between massage sessions, the reason for that is so you have time for cleanup, checking messages, charting, getting ready for the next massage appointment and to see the current client out the door.

Room appearance

People say: "First impressions make a lasting image." Your area needs to be spotless and clean from clutter and make sure you vacuum before your first appointment or after your last appointment, it does not necessarily need to be done every day, but more is better. Clean all garbage cans, some clients want a garbage can near them while they are receiving a massage so they can throw Kleenex away when they are congested up or have a runny nose. Do not have the appointment book visible to the public and make sure all client files are properly placed in your business area (Confidentiality). When you arrive early, you can check to make sure you have enough supplies (Oil, clean sheets, change for the massages…). The temperature of the massage room should be 70-75 degrees and have extra blankets available for the client incase. The way to have you feel comfortable is to have a fan on the floor directing straight so it does not hit the client.

Self-appearance

Some therapists do not believe in a dress code and they want to be more close to nature with not wearing shoes or socks. It all depends what your clientele is and if you are working for someone to abide by his or her rules. The clothing you wear while giving a massage should be comfortable but respectable. Your clothes could make noise; so give a massage to a friend or relative to test them out (Wind breaker pants, certain shoes, corduroys…). Wearing perfume is not acceptable, because it could aggravate some people's scent of smells and could trigger a migraine. Your nails should be cut short and nicely trimmed so that you do not cut or scratch a client. If you have long hair it might be a better idea to put your hair in a pony tail, so you are less likely to touch the client with your hair and less likely to keep moving your hair from your eyes. Take anything out of your pockets that could make noise (Change, keys, cell phone…). Massage therapists do sweat while giving massages, but the ones that sweat a little more should use a headband to make sure sweat does not touch the client (Sweat has a different temperature and the client will feel the difference).

ARRIVAL OF THE CLIENT

Introduction

Always introduce yourself and use their full name unless they specify otherwise. A handshake and eye contact explains a lot about a person. Make sure you have any new client fill out a health form, some places do not require a client to fill out one or even chart on them. It is many therapists opinion to have the client fill out a health form and to chart on them (Charting is very important, if anything it gives you that extra memory chip you need when you have not seen the client in a few weeks and hate asking all the same questions over again). Always ask questions out of the view and sound of other people (Confidentiality). Sometimes you might have to ask questions in the massage room to make it more private. Clients are more willing to explain in detail about there problems.

Going over the health form

It is always important to ask questions about what they filled out on the health form. There will be many times that you will find health problems about the person when they are on the table. The client sometimes does not understand the contraindications with massage. There will be times that clients do not check any of the health problems, many of the times they think because it happened so long ago it does not matter, but it does. Medications are the tricky part of the health form; you will see medication names that you never heard of. Always ask what they use their medications are used for and ask questions. Make sure you have "Referred by" on your health form, it will help you keep track with your advertising budget.

Explanations

For the first time client ask them the reason they are coming today and what type of treatment they would like (Make sure you can explain the different types of treatments you perform in more layman's terms). Always with a first time client explain what to take off and what areas you massage, it is so important that the client knows what to expect (I usually show on my body what areas I work and what areas will be covered). After you are finished explaining what areas you massage ask them if any of those areas they would not like massaged (Most common areas not to be massaged are: stomach, glutes and adductors). Another point I would like to make is: if a client wants mostly a certain side or part of the body massaged, make sure you make a mental note of that or write it down. There has a time or two when the client states "do not massage my left arm" and then you are all turned around when they are in the prone position and then you end up massaging it anyways. It is always important to massage the majority of the body, so give them options. More and more therapists are not massaging the stomach, glutes, and adductors (Sometimes the therapist might think the client does not want those areas massaged or the therapist does not want those areas massaged on him or her and they relay it to the client). At least offer those areas, the client can sense if you feel uncomfortable with massaging those areas.

Pain questions

Do you want to make your job easier, well most of you will explain yes. The questions you ask the client can save time and frustration. If you ask the client where they think the headache is coming from and they say their left side of their neck, well you can start in that area to save time. Body posture evaluation is also a very valuable tool that very minimally used in the massage community. You can find out so much about a person on the way they stand, walk, and lift. If one side is higher than the other side, more than likely the contracted side needs more work.

If the client comes to your place of business and complains of pain; try asking these questions:

- Where is the location of pain - where does it hurt?
- What is the intensity of the pain - on a scale of 1-10 how bad is the pain (10 being the worst).
- What is the duration of the pain - how long does the pain last?
- What is the frequency of the pain - how often does the pain come?
- What is the onset of the pain - how does the pain start
- What aggravates the pain - at home, work, play, sitting or standing...
- What are your symptoms from the pain?
- What relieves the pain -what helps the symptoms?

Ryan Jay Hoyme

In the massage room

Make sure you show the client were they can place their jewelry and clothes. A couple mistakes therapist's make is to not explain to the client what direction to lie and they do not instruct the client to get under the sheets or towels. If you do not explain the client, can lay on top of the sheets naked or be facing the other direction. If you start the client supine, make sure their head is not lying on the headrest, it is more difficult to access the neck, and the life expectancy of the headrest is cut short.

Pay before?

If you have a problem remembering if the client paid you after the massage, it would be a good idea to have them pay before you start the massage and some clients prefer it because they are so relaxed, but some include the tip into the payment. Some therapists include sales tax into the massage and others have it extra (It is still work both ways but make sure you only pick one way).

Charting

A great time to start your charting is when the client is getting undressed; it usually takes a few minutes to get undressed. If you follow the SOAP Charting format, you can complete the "S" (Subjective). Some therapists will chart right in front of the client and some just take notes to transfer later onto their file.

DURING THE TREATMENT

Positions

During the massage is your time to shine. Everybody performs massage a little different and that is what makes us special. You can have the client start in a supine or prone position, but some therapists tell the client what position to be. The benefits for starting in the supine position is you can start with the face and not have to wash your hands after you are done massaging the feet and another benefit is the client is more likely to talk when supine and then they can relax more when they turn to the prone position. The benefit with starting the client in the prone position is that most clients want their back massaged the most, sometimes clients will just tell you to massage their back for the whole hour.

Draping

Draping is very important, if you do not feel confident with it, the client can pick that up. Some therapists want to tuck the sheet all the time and others just let it lay. If you are going to perform any stretching with your massage, tucking is the only way to drape. The trick of draping is to perform it in a reasonable period and do not expose any private areas or have the client feel air.

Bolster

The bolster is used to take tension of the hamstrings and low back region. When the client is in the supine position, the bolster should be placed under the knees. If the client is in the prone position, the bolster should be placed under the ankles. Always take the bolster out when turning the client, so the client does not get tangled up with it.

Routine

The routine is probably the more difficult thing to master. There are so many options and you want to make sure all areas of the body have equal time being massaged. Some therapists will break it down to minutes for each part of the body, others will just massage, and it may equal an hour. The one main good reason for a routine is so that you do not forget a part of the body (When the client talks a lot, it is easier to get distracted). Some therapists even have a timer in the room to let the client know they are receiving the full hour. It would be a good idea to have a digital clock in the room but make sure it is out of the view of the client because some watch the clock. The client can get bored with the same techniques repeatedly, make sure you try to have a variety of the main five techniques and invent your own.

Table height

Measure the table height with your shoulders relaxed and standing on the side of the table. The measurements you can use with you hand are: Palm (higher height), Knuckles (medium height), and Fingers (lower height). Other therapists just look at how many holes on the legs are open and measure it that way.

*If you have a larger client, lower the table.
*If you are going to perform a deep-tissue massage, lower the table.
*If you are going to give a relaxing massage, raise the table.
*If you have a smaller client, raise the table.

First touch

Starting the massage is important because it is the first steps in letting the client trust you. A good way to start the massage is to either lay your hands on the client to get use to your touch or to massage the client's body with the sheet on. It would be too shocking to the client if you started massaging right away, it does not let the client get use to your touch. When adding more oil to the clients body, always make sure you keep one hand on the client at all times (Some therapists do not agree with this statement, because they think the client and/or the therapist needs a rest). Others prefer to keep the rhythm of the massage with one hand, warm up the oil in the other hand, and gradually add the hand with the oil to the client's body.

Starting the massage

One of the main rules with massage is to start out with light pressure, then gradually move deeper and then back to lighter pressure. The reason for starting out with lighter pressure is to warm the muscles before you start massaging them. It would send the client into a form of shock and it will be more difficult to use more pressure because the client is protecting their body from trauma. Effleurage is the main technique for applying oil or lotion onto the body; the gliding motions allow you to evenly disperse the oil throughout the body with rhythm. When massaging it is important to perform each technique, at least three times before moving on to another technique. The logic behind this theory is: the client starts to feel the technique, the second time they feel it more and the third time they really feel it.

Changing to a different body part

When finishing with the right arm, therapists tend to use a lighter effleurage or nerve techniques to let the client know that I am (the therapist) done with the right arm and I will be moving to the left arm. When moving to the left arm, make sure you keep contact by keeping a hand on the client when moving to the other side or slightly nudging the table to let the client know you are still there. When starting the massage on the left arm, make sure you start slow with your massage techniques (You do not want to startle a client that is in and out of sleep).

Body mechanics

You have probably heard the term "bend with your knees," well the same holds true for giving a massage. Most of your pressure should come from your legs and not your shoulders and back. Try not to hyper-extend any part of your body. If you are performing any technique that involves pressure, try not to have a fast movement to it.

AFTER THE TREATMENT

Finished

A great way for the client to relax for a few more minutes is to lay a hot pack or some form of hydrotherapy on their back. Some therapists explain to the client when the massage is completed that they may rest for a few minutes. Also, explain to the client to sit up on the table for a minute or two and then slowly stand up.

Side effects

One of the best feelings of a massage therapist is when the client gets up and walks out of the massage room; they seem so relaxed and calm. Meeting them right as they come out of the room gives you the chance to give them a glass of water and explain the benefits of water (Water helps to flush the toxins out of the body and hydrates the muscles). It is also a good time to explain the possible side effects that could happen (Headaches, soreness, dehydration and many others).

Continue with treatments

One of the main things massage therapists do not do is to recommend the client back on a regular basis, give them a treatment plan (1x wk / 4 wks = evaluation) and if anything try to get them to come back for a Maintenance massage (Every 4-6 weeks). The reason for the treatment plan is so you can be more aware of their problems and to see what works and what does not work; never use "High pressure selling techniques." The reason behind maintenance treatments is for the client to be more aware of their body and to address problems before they become chronic. Ask the client what they liked in the treatment and what they would like changed for their next massage.

Recommendations

Therapists need to recommend things for the client to help himself or herself at home. We cannot recommend nutritional supplements or exercises. We can recommend hot or cold packs, mild stretches, and posture changes.

Charting

Charting can be finished while they are getting dressed or after they leave, but try to be outside the massage room when they leave the massage room. Try not to wait until the end of the day to chart on you massages you gave (Memory is very limited).

Money

Make sure you collect the money, it sounds like a simple thing, but people forget. Some clients include the tip in the price of the massage, others will give you the tip, also they could leave it in the massage room (Always have the light on when cleaning your table) and others will never tip. Tips are great, but do not rely on them.

Cleaning

Now is your chance to clean the table, change the sheets and to run to the restroom. It works out very well when a new client is filling out a health form and then you can clean and tidy up. The sooner you wash your sheets, the better (Have your ever looked inside the cover of a washing machine, it says "No cooking oils"). Also, make sure there is no files lying around, sometimes you will go over their health history in the massage room and accidentally leave the health form in the massage room.

EVERYTHING I LEARNED… I LEARNED FROM…

BEFORE THE CLIENT ARRIVES

1. Most massages are scheduled over the phone.
2. Ask for a phone number when a first time client calls and schedules an appointment.
3. Call the client at home if he/she is 15 minutes late.
4. Ask a first time client to come 10-15 minutes early to fill out a health form.
5. Arrive at least 30-60 minutes before first appointment.
6. Be aware of why the client is seeking massage.
7. Does the answering machine cut their calls off?
8. Have caller I.D.
9. If you have a receptionist, they have to be kept up to date as to your schedule, etc.
10. Return all calls within a few hours.
11. Calls should never go unanswered over night.
12. Make sure you have time in your schedule to return calls.
13. Be prepared to describe your service: what type of work do you do, what are your fees, what is your cancellation policy?
14. Start an information card on the client so you can have some information on them when they come in for their appointment, what are they contacting you about, what is their physical complaint, who referred them?
15. Take your change out of you pockets before you start a massage.
16. Take off your jewelry from your fingers and wrists before the client arrives.
17. Set-up a regular treatment time for repeat customers example> save 2:00 on Thurs for them exclusively.
18. If you are not on time, you don't get paid and you could loose that client.
19. Answer the phone in a professional manner.
20. What is your attitude today?
21. If you smoke, do it at least one hour before you give a massage.
22. Supply yourself with a variety of bolsters, pillows, and towels so you're ready for anything.
23. Give the client a 24-hour notice if you are going to cancel and ask the client to also give you a 24-hour notice if they need to cancel or change their appointment.
24. Schedule at least 15-30 minutes in between massages.
25. Be aware of how you breath and body smells (onion and garlic are a therapists worst friend).
26. Don't use perfume or any scents on your body.
27. Check your appearance.
28. Check the temperature of the room at least 30 minutes before the first client arrives, between 68 to 75 degrees is average.
29. Dress professional, but not too professional.
30. Have an extra set of clothes, incase you get oil stains on your clothes.
31. Don't wear cloths that make noise when you move.
32. Check and see if you have enough supplies before you start the day.
33. Cut, clean and trim your nails daily.
34. Wash your hands before and after each client.
35. Smell your oil from time to time they can go bad.
36. Have your place of business clean and clear from clutter.
37. If you have to cancel an appointment after 24-hour notice, give them a discount the next time they come in or give it to them free.
38. Some places only reserve appointments with a credit card, then you can charge them if they don't show up.
39. Use about 300 IU's of vitamin E per pint of oil to make your massage oils last longer.
40. Clean and check your equipment daily.
41. You might have to call certain clients if they have a habit of being late or forgetting.
42. Use a pencil when taking appointments, because some will cancel and then you can erase and have the spot open for another client.
43. Put your hair up, if you have long hair.
44. Be aware of first impressions, and how you come across.
45. Keep pillows and blankets close by your table.
46. Introduce yourself when new clients arrive for their appointments with a firm, friendly handshake.

ARRIVAL OF THE CLIENT

47. Inform them that you are their massage therapist.
48. Ask the client what name they would prefer to be called.
49. Have the client fill out a health form and go over it with the client before you start the massage.
50. Spend at least 5-10 minutes going over the health form with a new client
51. Do you listen closely to their concerns/ health intake answers?
52. Take notes on what they are telling you.
53. Ask the client if he/she wants to use the restroom before they get undressed.
54. What is the clients current stress level?
55. Warm your hands up before giving a massage.
56. Ask the client if they bruise easy.
57. What are the reasons you are getting a massage?
58. Stretch before and after a massage.
59. Tell the first time client what a full-body massage entails and even if they had massages before, it might be different than the full body massage you give.
60. Ask the client if they have any current physical conditions?
61. Respect the areas that the client doesn't want you to work.
62. Ask the client to undress to their comfort level and to get under the sheets, also if they leave their bra on, ask them if it's o.k. To un-hook the bra and hook it back up when you move to another area.
63. Give the client a place to put their jewelry and clothes.
64. Put up a shield when you have a negative client.
65. Be careful of scents; let the client smell the oils first.
66. Ask the client what kind oil they want you to use.

67. Ask your client if he/she wants to use the bathroom before you start the massage.
68. Turn off the ringer if you are the only one there.
69. After the client filled out the health form, ask more questions, there is usually more to the story.
70. You have the right to refuse a client (but keep a record of it on file).
71. The client has the right to refuse a massage from you.
72. Ask them if they want to start face up or face down.
73. Give the client what he/she wants, not what you think is best for the client.
74. Ask the client what areas do you want me to concentrate on.
75. What happened since your last massage (If they ever had one)?
76. If you think the client shouldn't receive a massage, ask for a written o.k. from their doctor.
77. If they have an injury, ask them how they got it.
78. Ask the client about their body mechanics.
79. About how long of time do you want me to spend for each area you want massaged?
80. Always knock and ask if they are ready before you go into your massage room.
81. Avoid massage immediately after the client has eaten a meal.
82. Have the client sign a client's bill of rights and keep it in their file.
83. If a health professional says one thing, don't contradict their statement.
84. If a client has a disease and you don't know what it is, ask them (They are the expert).
85. Adjust your table height, it depends on the size of the client and what kind of massage you are doing.
86. If a client comes in again, always ask them how they did after their last massage with you.
87. Don't tell the client all the hours you have free, ask them what time works out better for them.
88. Play only relaxing music, unless you and the client are the only one's there and then you can give the client the option on what they would like to hear.
89. Songs containing lyrics about lovemaking or instrumental music that sounds seductive will give mixed messages about the intention of your massage session, and about massage, in general.
90. Your body language speaks louder than words.
91. Check to make sure your room is clean while the client is filling out the health form.
92. Explain where to place their head.
93. What type of massage do you want (explain each style)?
94. One way to begin any session consists of taking a few seconds to take inventory of your whole self.
95. Assume nothing, and expect clients to assume nothing, especially if they are new to massage and/or to you.
96. Refrain from commenting about matters such as weight gain or loss, attractiveness, beauty, and other appearance issues, especially when the client is on the table.
97. Don't count the time they are filling out the health form, dressing and undressing in the time they paid for.
98. When a client comes in for a $\frac{1}{2}$ hour massage, offer to massage the back and another area of the body.
99. Have the client sign an informed consent.
100. Measure the table height with your palm, knuckles and fingers.
101. *If you have a larger client, lower the table.
102. *If you are going to perform a deep-tissue massage, lower the table.
103. *If you are going to give a relaxing massage, raise the table.
104. *If you have a smaller client, raise the table.
105. Ask the client these questions…
    1. Location-where is the pain
    2. Intensity-on a scale of 1-10 how bad is the pain (10 being the worst)
    3. Duration-how long does the pain last
    4. Frequency-how often does the pain come
    5. Onset-how does the pain start
    6. What aggravates it-at home, work, play, sitting or standing ect.
    7. What are your symptoms
    8. Relieving-what helps the symptoms

DURING THE TREATMENT

106. To test essential oils, place a little in their auxiliary area and wait a minute.
107. Touch the client with the sheet on, so they can get use to your touch.
108. If a client has contacts, don't massage around the eyes.
109. Look for any open cuts before you start.
110. Let the client know about bruises, moles or any other thing that isn't supposed to be on their body.
111. Never comment about a client's body size or any tattoos.
112. Try not to use any oil on the client's face.
113. If you start hurting during a massage, stretch that area of un-comfort (you can still do this while giving a massage).
114. Bolster under knees when supine and under ankles when prone.
115. Don't over massage an area.
116. Avoid heavy, rapid, or jarring movements that might convey a fear of injury to the client.
117. Never do heavy stroking against the flow of the venous blood supply.
118. If the client is obese, it may be necessary to apply massage with more strength, but not to the point of discomfort.
119. Only massage a muscle that is relaxed.
120. Do not over or under lubricate the client.
121. Massage on the opposite side that you're working on when you're doing friction.
122. Never apply massage so vigorously as to cause fatigue in the client.
123. Guys can have an erection on the table, but if they do more to it, stop the session.
124. Not everyone wants a face massage.
125. Massage is an art as well as a science.
126. The client is your canvas and you are the artist.

127. Come to a point between normal and fast, then between normal and slow for giving deep-tissue.
128. If someone comes in with hairy back, arms or legs, use more oil so you don't rip their hair out.
129. Release can come about in many ways: shaking, moving, yawning, sighing, crying, groan, yelling, and screaming.
130. During the massage, verbally inform the client when you are moving to more vulnerable areas, such as the anterior neck, medial thigh and abdomen.
131. If nothing feels good to the client with hairy arms, legs, back & chest; massage with the grain of the hair.
132. Always make sure the lotion or oil is warm before you place it on the client.
133. If a guy has a 5 o'clock shadow, use more circular friction on the face.
134. Notice how the skin feels.
135. Inform the client when your work gets deeper, and check in to see if it is tolerable.
136. Inform the client five minutes before the massage is to end, and ask them if they would like you to move your focus to an area that may need more attention (within reason).
137. Be sure to tell them that they are in control of the session and that their feedback is important to the session.
138. Be present at all times for the client (Try not to think about anything else during the treatment).
139. Learn to turn your thoughts off and listen to the client's words and body.
140. Verbally inform the client when you are about to rest your own body on the table.
141. Don't surprise the client with a sudden touch.
142. Perform tapotement only after explaining what it is and obtaining the client's permission.
143. Some clients will state, "You can go as deep as you like, you won't hurt me" (Don't believe the hype).
144. Try to simulate the massage techniques the same on each side of the body
145. Work general to specific and then back to general area.
146. Take out the bolster before you have the client turn and put it back once the client is comfortable.
147. Use proper draping techniques.
148. The clients pulse, respirations & blood pressure are decreased during the massage.
149. The client might get colder because of the body slowing down have extra blankets in room for warmth.
150. Have a fan in the room if you get too hot (But have it directed straight).
151. Wear loose natural fiber clothes so you don't sweat as much.
152. Have a rhythm with your massage.
153. Conform your hands to the client's body.
154. Invent your own techniques.
155. Wash your hands if you are going from their feet to their face.
156. Use a technique at least 3 times in a row.
157. Try to keep both of your hands on the client most of the time.
158. Only talk if the client wants to talk if they are quiet doesn't initiate a conversation.
159. Have the client use a pain scale when using deep tissue techniques.
160. Watch the client's body and breathing pattern, because it might be too deep if they tense up or hold their breath.
161. Use caution when using your elbows, they are lethal weapons.
162. If you are going to go over the scheduled time, let the client know and don't charge them anything more, unless they ask for more time.
163. Never talk about other client's to your client.
164. Don't chew gum while with a client.
165. Don't be a counselor.
166. Don't diagnosis.
167. Don't intentionally inflict pain.
168. Never have your breath hit the client.
169. Know your muscles, your clients will ask every now and then.
170. Muscles hold memories.
171. Keep your role as a massage therapist when giving a massage, not the role of a friend.
172. Don't do things above your qualifications.
173. Don't put your oil bottle on the table or on the floor, only under the table or on a shelf or use a holster.
174. Check into the speed of your massage.
175. It might be just right, but maybe you're moving on cruise control: just one steady (yawn) speed, perhaps you're so fast the person may have trouble remembering which finger or foot you just sailed across.
176. Ask for regular feedback from your clients, especially for new clients.
177. Don't have the massage room totally dark.
178. Massage toward the heart to improve blood circulation and lymph return if possible.
179. In general, massage an area includes; from light to deeper to light.
180. Have the client breathe into the painful area
181. Massage muscles thoroughly: belly of the muscle, origin, tendons & insertion.
182. You can feel the muscles better with your eyes shut.
183. Some clients can tell what kind of mood you are in just by the way your hands feel on them.
184. Ask permission if you need to sit on the table for some techniques.
185. If the client wears underwear during the treatment, never massage under the underwear.
186. Be careful of using candles, you could forget to blow them out when you are finished.
187. Hot packs are for relieving chronic pain, period, cramps etc.
188. Cold packs are for reducing swelling, sprains and headaches.
189. Watch your body language.
190. Use different techniques.
191. Only use Tiger balm or Bio freeze after the treatment and wear gloves to put it on the client.
192. Be aware of the areas that you shouldn't use deep pressure.
193. Try not to neglect any body part.

194. If you accidentally touch something that you aren't suppose to, act like nothing happened unless they notice it.
195. If you tell the client to let you know if it's too painful, they usually won't.
196. Try not to go under the sheet.
197. Try to use your Fingers, thumb, palm, heel of your palm, knuckle, forearm & elbows as much as possible.
198. Don't use just a few types of strokes (like effleurage), you will get in a habit of it.
199. Use your hands, fingers, palm, shoulder & quads to support a limb.
200. Tell them to call if they have any questions about anything - the treatment, how they felt that night, how they feel the day after.

AFTER THE TREATMENT

201. Call the client the next day or two and ask for specific feedback regarding the treatment (only if you get their permission).
202. Let the client relax after the massage for a few minutes.
203. Don't take it personal if a client doesn't come back or schedule another appointment.
204. Chart when the client is dressing.
205. Greet the client after he/she comes out of the room.
206. Explain to the client that they might be sore for a day or two and that's common with deep tissue.
207. You are a mandated reporter, if a client wants to harm him self or her self, other people or committed a crime; you have to report it to the proper authorities.
208. Tell the client to drink a lot of water after the massage, clients can also get sick after a massage because all the toxins are broken up and that is why water is a very good idea.
209. Change your sheets every time.
210. When you are ready to remove the sheets, roll the sheets up in a ball (because there might be something that you don't want to touch on the sheets).
211. Don't let a pile of dirty sheets sit around.
212. Tell the client to get up slow after the massage.
213. Wash your sheets as soon as you are done using them.
214. Smell the sheets after they are done drying, if they still smell like oil, wash them again.
215. Sometimes a client will feel worse after a massage; sometimes it has to get worse before it gets better.
216. Collect the money.
217. Ask the client if they want to schedule another appointment.
218. Recommend stretches (not more than 3 because they will forget).
219. Try not to schedule your clients more than a month in advance; you would have to send reminder cards a week before the appointment (just like a dentist).
220. When a client tells you that they will come back on a regular basis (but they don't set up an appointment at that time), I'd be rich if they kept their promise.
221. Check if the client forgot anything before they leave.
222. Clean your table and put clean sheets on.
223. Check when your next appointment is coming.
224. Check the answering machine and return all calls.
225. If it's not written, it didn't happen.
226. Your memory is limited, so chart after each massage.
227. Keep up with the current codes for billing insurance company's, because they can and will change.
228. Things you can recommend for the client to do (stretching, exercise, ice/heat packs, change in diet) try alternatives to pain medication (ice /heat packs).
229. Write the appointment on the back of your business card, it's easier for them to remember when their appointment is and it fills your schedule.
230. If the client complains that you gave them a bruise, ask how their hemoglobin level is, if it's low, which means that they are more likely to bruise.

RECEIVING A MASSAGE

READ OVER THIS FORM A COUPLE OF TIMES BEFORE YOU RECEIVE YOUR MASSAGE

Act like this was your first professional massage and do not tell the therapist that you are going to massage school. Ask the therapist for a one-hour relaxing massage. Fill out the questionnaire as soon as you are done receiving the massage. Try to go into detail about every question. Try to stay awake during the massage. Go to a place you have not been before. Be quiet for a while when you are receiving the massage. Get a business card before you leave and staple it to the questionnaire. Have all the areas worked that are involved in a full-body massage. The majority of the questions are "yes and no" answers, please explain further if you can.

BEFORE THE TREATMENT

1. Where did you receive your massage: Health club___ Chiropractic office___ Hospital___ Salon___ Private Practice___ At your home___ At their home___ Hotel___ Massage School___ or other________________________?
2. What was the therapist full name (the name of the therapist will not be shared with anybody in the class) ____________________
3. Did you: Call for an appointment_____ Have someone else make the appointment for you___ or walk in to make an appointment?
4. What was the price of a 1-hour massage: less that $30__ $30__ $35__ $40__ $45__ $50__ $55__ $60__ $65__ $70__ more than $70__
5. If you called for an appointment, did they explain whom it is with: yes___ no___ did not call___?
6. If you called, did the person on the phone explain to come early to fill out a health form: yes___ no___ did not call___?
7. Was your therapist a: male_____ female_____?
8. If you called for an appointment were the directions, they gave you: easy to find___ hard to find___ knew were it was before___?
9. Ask how long have they been practicing________________?
10. Ask where they went to school for massage training __________?
11. What city did you receive your massage in _________________?
12. Did the therapist introduce herself or himself to you: yes__ no__?
13. Did the therapist say your name when you arrived: yes__ no__?
14. Did the therapist seem nervous: yes__ no__?
15. Did the therapist seem professional: yes__ no__?
16. Did you fill out a health form: yes__ no__?
17. Did the therapist go over the health form with you and ask questions: a lot__ little__ no__?
18. Do you think there could have been more questions on the health form: yes___ no___?
19. Was there a question on the health if you wear contacts or glasses: yes__ no__?
20. Did your massage start: on time___, late___ little earlier___?
21. What kind of environment was the massage clinic: relaxing_____ stressful______ average______?
22. Was the place clean: yes___ no___?
23. Did the therapist explain what a full-body massage entails: yes__ just a little__ no__?
24. Did the therapist explain how they drape: yes___ no___?
25. Did the therapist use: sheets___ towels___ sheet and blanket____ to drape you?
26. Did the massage table feel like there was extra padding on the table: yes___ no___?
27. Did the therapist ask if you needed to use the restroom before the massage: yes__ no__ went on your own__?
28. Did the therapist call the massage table a: bed_____ table_____?
29. Did the therapist explain to get under the sheets: yes___ no__?
30. Did the therapist give you an option if you wanted to start supine or prone: yes__ no__?
31. Did the therapist tell you were to put your clothes and jewelry: yes__ no__?
32. How far did the therapist tell you to dress down to: underwear__ what you feel comfortable with___ or did not explain___?
33. Did the therapist knock or ask to come in before he/she entered: yes__ no__?
34. Did the therapist wear shoes: yes__ no__ and what kind_______?
35. Did the therapist ask if you are allergic to anything: yes__ no__ on the health form__?
36. Was the therapist friendly: yes__ no__?
37. If the therapist had long hair: long hair down__ long hair up__ short hair__?
38. Was the therapist nails cut: yes__ no__?
39. The music was: too loud__ or soft__ just right__ no music at all__?
40. Did the therapist have you read a "client bill of rights": yes__ no__?
41. Did you sign a "Client's Bill of Rights" (C.A.M. LAW): yes__ no__?
42. Did the therapist offer stomach massage: yes__ no__?
43. Did the therapist offer breast massage: yes__ no__?

44. Did the therapist offer glute massage: yes__ no__?
45. Did the therapist ask if he/she could massage your scalp: yes__ no__?
46. What did the sheets smell like: oil___ clean___ Perfume___?
47. Was the therapist's sleeves: short___ long___ or long and not rolled up___?
48. Could you see any other client's files lying around: yes__ no___?
49. Did the therapist have any cuts or open areas on their hands or forearms: yes__ no__?
50. Did the therapist have any jewelry on their hands or wrists: yes__ no__?
51. Look to see if they have liability insurance anywhere visible: yes__ no__?
52. Look to see if they have their diploma anywhere visible: yes__ no__?
53. Was there oil stains on the walls or carpet: yes___ no___?
54. Did the sheets on the table look stained: yes___ no___?
55. Was there a clock in the massage room: yes___, no___?
56. Did the therapist have pictures of their family: yes___ no___?
57. Did the therapist have a nametag: yes___ no___?
58. Was the therapist's shirt: tucked in___ or out___?

DURING THE TREATMENT

1. Did the therapist ever go under the sheet: yes___ no___?
2. Was the headrest adjustable: yes___ no___?
3. Was the table wide enough: yes____ no____?
4. Did the therapist offer you a bolster: yes___ no___?
5. Did the therapist adjust or take out the bolster before you turned: yes___ no___?
6. Did the massage table have an armrest: yes___ no___?
7. Did the therapist go into detail about their personal life: yes___ no___?
8. Did the therapist ever talk about sex, religion, race or any other things that are inappropriate: yes___ no___ if yes explain____ _______?
9. Did the therapist work on only the areas that they said they would work on: yes___ no___?
10. Did the therapist have the oil bottle: under the table___ on the table___ on a shelf___ or in a holster___?
11. Could you hear the therapist breathing: yes___ no___?
12. Was the therapist quiet when you did not want to speak: yes___ most of the time___ no___?
13. Could you feel the therapist's nails: yes___ no___?
14. Were the therapist's hands cold to start: yes___ no___?
15. Did the therapist breath smell: yes___ no___?
16. Did the therapist have body odor: yes___ no___?
17. Were there any scents in the massage room: yes___ no___?
18. Did the therapist have any perfume on: yes___ no___?
19. Did the therapist have gum or candy in their mouth: yes___ no___?
20. Was the massage table heated: yes___ no___?
21. Did the therapist ever go to your feet to your face without washing their hands: yes___ no___ started with the face___?
22. Did the therapist use: oil___ massage lotion___ on your body?
23. If you wore underwear, did the therapist tuck the sheet into your underwear: before asking____ did not ask____ did not tuck them in____ did not wear underwear____?
24. Did you hear any change in the therapist's pockets while you were receiving your massage: yes___ no__?
25. Did you hear other people or sounds while you were getting a massage: no____ little____ a lot____?
26. Was the massage room: really dark_____ some light_____ or a lot of light_____?
27. Could you feel a draft when the therapist was draping you: yes___ no___?
28. Could you feel the therapist breath when the therapist was draping you: yes___ no___?
29. Did you feel comfortable with the way the therapist draped you: yes___ no___?
30. How much of the quads and hamstrings were exposed: ½___ ¾___ or all___?
31. Was the room: too cold___ or too hot__?
32. Did the therapist ask you at any time if the room temperature was comfortable: yes___ no___?
33. Did the therapist check in with you about the amount of pressure given: yes___ no___?
34. Did the therapist keep contact with you almost all the time and did they leave body contact to get oil or go to the other side of your body: yes___ no___?
35. Was the massage a full-hour from the time they laid their hands on you, to the time they took them off you: more than___ less than___ one hour___?
36. Did the therapist ask you if you wanted to relax after the massage and how long: yes___ no___?
37. If you have tattoos, did the therapist comment on them: yes___ no___ did not have tattoos___?
38. If you have moles, did the therapist mention anything about them: yes____ no____ did not have any____?
39. If you have scars, did the therapist mention anything about them: yes____ no____ did not have any____?
40. Did the therapist warm the area up before they started to go deeper: yes___ no___?
41. Did the therapist use scented oils without checking with you first: yes___ no___?
42. When the therapist worked on your upper chest: yes___ no___?

43. Did the therapist work your glutes: with the sheet on__ partly draped__ sheet totally off__ or did not even work them__?
44. Did the therapist use: oil___ lotion___ or nothing___ on your face?
45. Did the therapist say anything about energy work: yes__ no__?
46. Did the therapist do any energy work without asking: yes___ no___?
47. Did the therapist ever get on their knees: a lot___ little___ or never___?
48. Did the therapist ever sit on the table: a lot___ little___ or never___?
49. Did the therapist ever sit in a chair: a lot___ little___ or never___?
50. Did the therapist use each strokes at least 3 times: most of the time__ some of the time__ hardly ever__?
51. Could you feel their shirt or any other part of their body: yes___ no___?
52. Was the therapist using proper body mechanics when you were supine: most of the time__ or not much__?
53. Did the therapist ever tell you, to let them know if the pressure was too light or too deep: yes___ no___?
54. Was there a rhythmic flow with the massage: most of the time___ not much___ never___?
55. Could you recognize any strokes they were using: a lot___ some___ hardly any___?
56. Did you think the therapist used: too much oil___ or too little oil___?
57. Did the therapist ever name any muscles during the massage: yes___ no___?

AFTER THE TREATMENT

1. Did the therapist give you a glass of water after the massage: yes___ no___?
2. Did the therapist tell you to drink a lot of water after the massage: yes___ no___?
3. Did the therapist recommend anything for you to do after the massage: yes___ no___ if yes then what____________________?
4. Did the therapist ask you to schedule another appointment: yes___ no___?
5. Did the therapist explain to come back on a regular basis (ex. 1X week/ 4 weeks = evaluation): yes__ no__?
6. Did the therapist diagnosis anything: yes___ no___ if yes then what_________________?
7. Did you tip the therapist: nothing__ $1-$5__$6-$10__, more than $10__?
8. Did the therapist try to sell you anything: yes___ no___?
9. Did the therapist answer any questions you had: yes___ no_____?
10. How long were you there, from the time you walked in the door to the time you left: 1 hour__ 1:15__ 1:30__?
11. Would you ever get a massage from that therapist again: yes___ no___?
12. Would you recommend other people to go to that therapist: yes___ no___?
13. Did the therapist give you a business card before you left: yes___ no___?
14. Did the therapist wipe off the excess oil when your massage was done: yes___ no___?
15. Was there a mirror to fix your hair in the massage room: yes__ no__?
16. Did the therapist meet you right after the massage: yes___ no__?
17. Did the therapist offer any: cold packs__ or hot packs__ nothing__?
18. Did the therapist tell you to get up slow after the massage: yes___ no___?
19. Did the therapist explain that you might have side effects after the massage: yes__ no__?

CHAIR MASSAGE

History

David Palmer popularized chair massage in the 1980's and he invented the first massage chair to be sold on the market. Chair massage has been around a lot longer than that, and it will begin to grow more in the busy world of ours. Chair massage is not the greatest term used for giving a massage in a special chair (People have told me "How do you massage a chair?"), but there are many other names used for the same thing: Corporate massage, Off-site massage or Outcall massage.

Places and Prices

Here are many places to give a chair massage: Places of their business, sporting events, at the beach, workshops, or seminars and at you place of business. Chair massage is usually used for advertising, it is cheap, and people can see and feel what you have to offer. Some massage therapists will give a free 5-minute massage in front of their clinic (If you have walk by traffic) to bring in business, others will charge $1 a minute and others will have a minimum of 10-15 minutes and charge $10-$15 for that time the client bought. It all depends on how you want to promote yourself, if anything the prospective client will tip you for your time.

Supplies

There are many overlooked supplies that you would need. Here is a list of the obvious: Stable and light massage chair, Cleaning supplies (Spray bottle with soap and water, disposable face rest covers, Paper towels, Massage lotion and Hand sanitizer). The less obvious are: Business cards, Tip jar, Stool, Garbage can or garbage bag, Music and CD's, Place to store your supplies, Sternum pad or pillow, Name tag or shirt with your logo on it, Your appointment book, Pencil or pen, Water bottle for yourself and the list could go on. You do not necessarily need to bring all of the above, just be aware of the things that you could bring and what type of situation you could deal with.

Cleaning

Never underestimate the power of a good clean chair, this day and age more people are worried about germs. You would need to spend at least 30-60 seconds cleaning the chair (Have you ever been to a restaurant where the server cleaned off the table just before you sit down and they just wipe it once with a dirty rag). Spray the all the padded part of the chair (Some therapists only spray the face rest "Yuck") and wipe it all off and do not let the client get on the chair until all areas are dry. Some people use a diluted solution of 10% Bleach and 90% Water, the only problem with that is the bleach smell and if there is any wet spots on the chair is could discolor the clients clothes. Hand sanitizer is good in a pinch to clean your hands in between giving massages, but you still need to wash your hands every 3-4 clients. Another favorite cleaning supply for massage therapists is wet wipes (Stronger than the baby wipes), but most use the old fashion spray bottle.

Consultation

Some Massage Therapists do not realize how important the consultation is, it is the time where you find out what precautions you should take with them. In general, the health form is not as in depth as your typical form at your place of business, but you still need to know as much about the client as you can. Even an "Informed Consent" is better than not having anything.

On the chair

Some clients will tell you they know how to get on the chair, but still stand right beside them incase they have problems. Geriatric and people with disabilities usually need extra assistance (But never assume they cannot get on and proceed to help them without asking their permission). In some cases, using a chair is not feasible and it would be better if you had regular chair around so they can still receive a massage. If you have a desk or a table around you can have them sit in a regular chair, then lean against the table, and hug a pillow. There is a desk alteration you can buy, it consists of a headrest and a sternum pad, and it can be placed on the desk.

Where to massage

It's important to ask the client where they would like to be massaged, the time is usually limiting and you need to satisfy the client in a short amount of time. Always ask if they would like their scalp massaged, because some people need to go back to work and they would prefer you not to mess up their hair. The clients back is the main area to concentrate on, but make sure you give them options on other areas. The whole body can be massaged while sitting on the chair, for the anterior part of the body you need to have them sit the other way. It would be a good idea to ask how much time on each part of the body they want massaged (10-minutes back, 5 minutes for the arms…). Other clients will just say massage where ever and then you can massage the client with your routine.

How to massage

One of the best ways of not being scared of chair massage is to imagine the client without their clothes and perform the techniques that you perform on the table, on the chair. There is not a lot of difference with the chair; you can even perform effleurage (Make sure the clients shirt does not go up their back, so go inferior with the glide or hold the shirt down and massage superior). Petrissage can be preformed but at a slower pace and Friction can be used (Move with the shirt, when performing deeper pressure). Vibration and Tapotement are the easiest of the main five techniques. If the client would prefer his or her feet massaged in the chair, turn him or her around and place their calf on your quad for a better angle (Ask permission first). The face can be massaged when the client is sitting the opposite way, just adjust the head rest for them to rest their head on and if possible unvelcro the head rest and turn it upside down so the thicker part is under their occipital region. Lotion or massage cream can be used for the arms (Oil is not recommended because they usually have to go somewhere afterwards and they do not have time to wash off their arm). Word of advice is to not massage the clients glutes with open fingers in public, it just does not look right. Another thing to watch out for is standing in front of the client when their face is in the headrest (They can see you pelvic region).

After the treatment

Have the client rest for a few seconds and ask them to get up slow and ask the client if he or she needs help getting off the chair. Now is the time to explain the possible side effects of massage (Drink a lot of water, you could bruise or be sore…). After you are done explaining the side effects, give the client your business card and ask them if they would like to set up an appointment. After the client has left, clean the chair and center/ ground yourself for the next client.

On-Site Chair Massage is great for the following events

- Employee Appreciation
- Off-site Events
- Mandatory Overtime
- Secretary's Week
- Trade Shows
- Non-Cash Bonuses
- Job Promotions
- Meetings & Seminars
- Staff Appreciation
- Company Picnics
- Major Projects
- Quarter End
- Office Parties
- Health Fairs
- Graduation Night

SEATED MASSAGE CLIENT INTAKE FORM

Client Name:________________________________

Address: ________________________________

City:__________________ State: _________ Zip/Postal Code: ____________

Telephone: ______________ Email: ______________

*Are you currently experiencing any of the following? If yes, please explain.

Stress o No: o Yes: _________ Pain o No: o Yes: _________

Numbness o No: o Yes: _________ Swelling o No: o Yes: _________

Allergies o No: o Yes: _________

Other________________________________

*List all illnesses, injuries, and health concerns that you are currently experiencing. (e.g., arthritis, diabetes, high blood pressure, pregnancy, recent car accident): ________________________

____

*List all illnesses, injuries, and health concerns you have now or have had in the past 3 years: ________________

____

*List medications and pain relievers you take: ________________________

____

I have provided all my known medical information. The general benefits of massage, possible massage contraindications, and the treatment procedure have been explained to me. I acknowledge that massage is not a substitute for medical diagnosis and treatment. I give my consent to receive treatment.

Signature____________________ Date:____________________

IN HOME MASSAGE

What is it?

In Home Massage is just that, you give massages in your home. More therapists tend to eventually own their own business and to cut costs they have their business out of their home. It makes total sense; you have the luxury of working and relaxing in your own controlled environment.

Benefit

There are many benefits to working out of your own home; first, one is a three-letter work…TAX, with having your business out of your home you can deduct many things from a certain percentage of: electricity, gas, phone and many other things (Covered more in the business section). The freedom is worth its weight in gold, you can accomplish a lot when you are at home in between clients (Laundry, paying bills, cleaning…). If you have kids, it could be a benefit to stay at home and still make money (It all depends the age and how well behaved your kid is).

Draw back

With everything, good there must be a down side. One of the major problems is that your space becomes your work and you have to see and deal with it on a regular basis (Bringing your work home with you). In addition, it can harm you for selling your house because you are earning money there (Talk to your accountant before making this decision). You could have clients calling you all different hours if you do not have a separate telephone line.

Massage room

The place where you massage should have a separate entrance from your main living area and it should have its own bathroom (Please check with your local city hall for exact city rules). Make sure your massage room is free from clutter and does not look like someone's home.

Taking appointments

If you only have one phone line, always answer the phone in a professional manner; it would be better if you had two phone lines. Make sure you can give precise directions from all directions and have a map of your city and all the surrounding cities. Instruct the client where they should come into your home (You do not want them coming into your main living space).

Arrival of the client

All the rules apply at your home as they do at any other place and a little more. Make sure you are in your office space when the client arrives and follow all professional rules. Let the client know where the bathroom is and make them feel as comfortable as possible (They are coming into your space and they might feel uncomfortable). Turn off the ringer if your phone is in your massage room.

During the treatment

All the rules apply at your home as they do at any other place.

After the treatment

All the rules apply at your home as they do at any other place. You might have to give them directions out, so be prepared.

OUTCALL MASSAGE

What is it?

Outcall massage, Home visits, or Off Site massages are names used for going to someone's house or hotel to give them a massage. This type of massage is usually for the busy client or financially more stable.

Money

Usually massage therapists charge more for going to someone's house to give a massage. The price can vary: $10-$20 extra, mileage (from your place of business to their house) or $10-$20 extra plus mileage.

Supplies

Stable and light massage table, carrying case for your table, flat/ fitted sheet, pillowcase (To cover headrest), spray bottle with soap and water and paper towels. Massage lotion and oil, hand sanitizer, business cards, portable stool and CD's. Other things are: Place to store your supplies, pillow, name tag or shirt with your logo on it, your appointment book, pencil or pen, water bottle for yourself and the list goes on.

Going to the appointment

While you are on the phone with the client, ask them what room and how much space you can have to set up your table and supplies. Music is another question you want to ask, let them know they can use their own music and ask if they have a stereo system or boom box. When a client calls you for an appointment, always get directions (Have a map available when you take the call). It is also important to ask the client how much time it will take to get to their house (Then add 5-10 minutes to that). Remember it include traffic time into your departure time, if anything try to be at their house 5-10 minutes early. Ask what door to use and ask where you can park (Some clients will say "Just park in the driveway"). Explain to the client about the extra charge with going to their house while you are on the phone.

Set-up

When you get to their house, ask if it is o.k. to leave or take off your shoes. Ask permission to use their bathroom to wash your hands. It would be a good idea to have a holster for your oil so you do not sit it on their floor. Make sure you clean off your table before you start and after you are done. Make sure you have enough room to move around the table while you are giving a massage (You might have to ask permission to move furniture). When the client is getting undressed, make sure you ask where you can wait so they have more privacy.

Rules

The reason I ask you to bring your own water bottle, so nothing can be put in your drink (This actually happened to someone I know and she was taken advantage of for 4 fours). Some therapist's belief is not to go to people's houses that they do not know and others only go to places where it is a referral from another client. It will be a little uncomfortable not being in a controlled environment. If you decide to go to someone's house that you do not know, always write the directions down in your appointment book and leave it at your place of business. Some therapists will call a friend and let them know when they should be done with the massage (If you do not call them at the agreed upon time, they will know where you are). If you decide to give a massage at a hotel, let the front desk person know where you are going and what time you will be back (You can give them a tip so they can remember).

More than one massage

The nice thing about outcall massages is that some couples what one after another. The benefit with this is that you could give them a discount for giving two or more massages in a row. It would be a good idea to pack an extra set of sheets incase the other person wants one (Only if time allows).

PARTY MASSAGE

What is it?

A party massage is just like a Tupperware party in a way. The client will schedule a party and let you know how many people will be there and then you can average out how much time they want to pay for. It usually involves using a massage chair.

Events

Times you would use this is for birthdays, a family get together, baby shower and the list can go on. Ask the person setting up the party if there is going to be drinking (Not a good idea if alcohol is involved).